



InterWorks' Journey to 24x7 SOC Services with ArmorPoint

Case Study

BUSINESS INITIATIVE:

- Add 24x7 Cybersecurity Services
- Increase Value for Clients
- Differentiate in a Competitive MSP Market

ORGANIZATION: InterWorks

	Partner Level Platinum
	Partner Since July 2022
	New Clients 20+

→ Background

InterWorks, headquartered in Stillwater, Oklahoma, is a leading Managed Services Provider known for delivering holistic IT management services. Since its inception in 1996, the company has become a trusted partner for businesses requiring customized IT solutions, ranging from routine maintenance to advanced cybersecurity measures. Daniel Holm, Chief Architect, and Andrew Wooten, Director of Sales and Architecture at InterWorks, have been instrumental in steering the company towards adopting innovative technologies that meet the evolving needs of their diverse clientele.



Despite having in-house experts capable of handling standard security measures, InterWorks recognized they needed the ability to provide continuous, 24x7 cybersecurity monitoring and response. This identified gap exposed their clients to sophisticated and relentless cyber threats, highlighting the urgent need for an enhanced security infrastructure that could offer around-the-clock vigilance.

To remedy this, InterWorks embarked on a rigorous evaluation process to identify a comprehensive security solution capable of adapting to the evolving threat landscape. They prioritized forming partnerships that were selective and intentional, ensuring that the technologies recommended to their clients were best in breed. The focus was not just on finding top-notch technology but on ensuring that the accompanying service and support were of equally high standards. Wooten explained, "At InterWorks, we're very intentional about our partnerships. **We are not a solution provider that is going to sell anything and everything under the sun. We need to see that the technologies we're putting in front of our clients are best in breed.**"

→ Challenge

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We felt there was a gap in the marketplace; a lack of constant coverage with all the other vendors out there. Everybody had solutions that didn't really fit the entire picture.

Daniel Holm

Chief Architect, InterWorks



→ Solution

After a thorough evaluation of providers, InterWorks chose ArmorPoint for its robust and dynamic security solutions. The decision was influenced by several factors:

→ 24x7 Comprehensive Monitoring

The ArmorPoint 360 product was particularly appealing because it integrated endpoint monitoring with a SOC team, providing comprehensive coverage and real-time threat detection. Holm noted,

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We liked the ArmorPoint 360 product because it watches the endpoint, other event sources, and brings it together with a SOC team that we and our customers can get access to.

→ Advanced Features

In addition to the 24x7 continuous monitoring, Holm explained, “The recent advancements in API access have significantly enhanced our ability to offer extended reporting and better integration for our customers. Additionally, the introduction of CMDB features has provided us with greater operational intelligence on systems, allowing us to monitor scheduled tasks, running services, and gain deeper insights beyond what typical antivirus and EDR software can detect.”

→ Full System Access

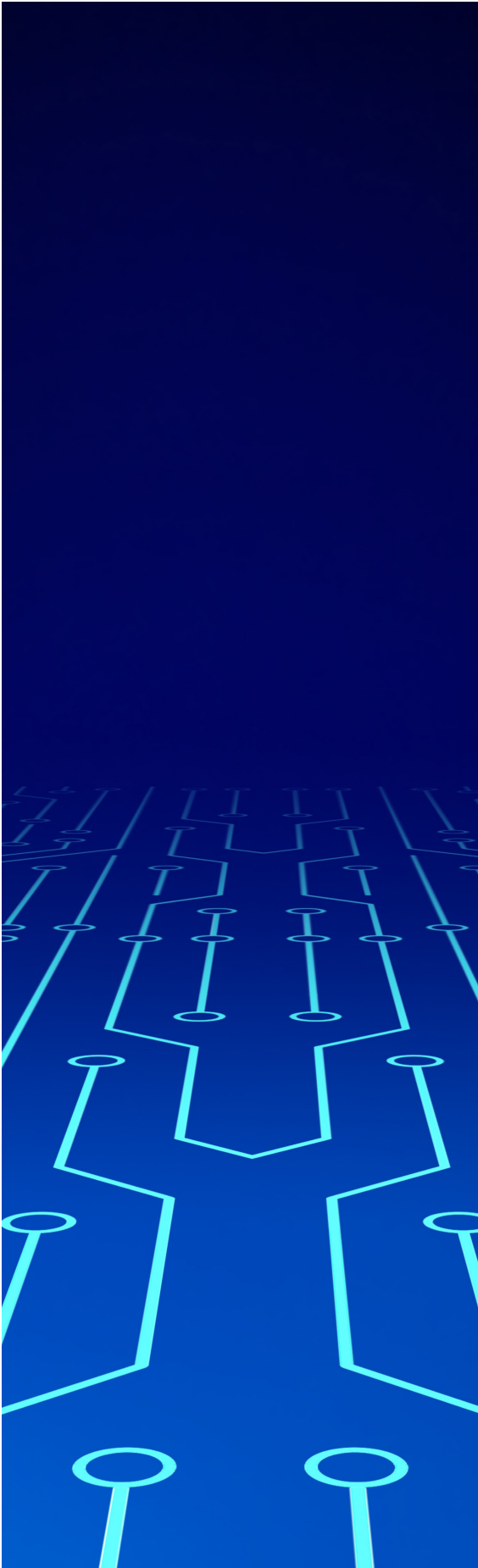
Unlike many other security providers, ArmorPoint provided unparalleled transparency and control, essential for enabling InterWorks’ security personnel to manage and respond to incidents effectively. Holm added,

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We feel there’s a level of partnership and transparency that you provide that, other major players do not.

→ Scalability and Flexibility

ArmorPoint’s solutions were adaptable enough to meet the varied needs of InterWorks’ clientele, making it an ideal choice for a multi-industry provider. Wooten emphasized, “**It was clear that ArmorPoint was the partner that we needed.** The technology, paired with the service and support, was exactly what we wanted to put in front of our clients.”



→ Outcome

The partnership with ArmorPoint has significantly enhanced InterWorks' managed services suite in a few key ways.

Advanced Cybersecurity Offerings

With ArmorPoint's advanced solutions, InterWorks has been able to proactively detect and neutralize threats, both internally and for their clients, significantly improving their overall security posture.

Increased Client Confidence and Satisfaction

The robust security measures have instilled greater confidence among clients, who trust InterWorks to protect their operations and sensitive data. "Partnering with ArmorPoint provides us with a full and comprehensive group of experts dedicated to ensuring that our clients and their data are kept secure," noted Wooten.

Expanded Market Share

Partnering with ArmorPoint has broadened InterWorks' market reach. Wooten remarked, "Our ability to speak to our services and solutions, paired with, the great technology that ArmorPoint brings to us as well, has helped us to land some new clients and, get into to new places that maybe we weren't able to get into before."

GTM & Sales Support

InterWorks has benefited from ArmorPoint's robust library of go-to-market resources and sales support. "The sales process with ArmorPoint has been very smooth. We have ready access to the necessary technical and sales resources, allowing us to efficiently conduct demos and client overviews," said Wooten. "ArmorPoint's team is always willing to assist on short notice, enhancing our ability to address unforeseen challenges and questions effectively."



→ About InterWorks

InterWorks is a people-focused tech consultancy delivering premier service and expertise in collaboration with strategic partners. They are trusted to empower clients with the right people and solutions aligned to their unique needs. From data management and visualization to server monitoring and maintenance, they can customize the best data and IT solutions for you.

INDUSTRY:

Full-Service IT Consulting Firm

EMPLOYEES:

275

SERVICES/PORTFOLIO:

Managed SOC

